



**PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL
PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	19 August 2025
TEITL YR ADRODDIAD: TITLE OF REPORT:	Adroddiad Blynyddol Mwy na geiriau / More than just words Annual Report
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Alwena Hughes Moakes, Director of Communications & Engagement
SWYDDOG ADRODD: REPORTING OFFICER:	Enfys Williams, Welsh Language Services Manager

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

The Welsh Government is committed to strengthening the provision of Welsh language services to the people of Wales.

This paper is presented to PODCC for information. It provides a summary of the Health Board's progress in delivering the actions outlined in the Welsh Government's More than just words strategic framework for the period April 2024 – March 2025. The data and narrative presented have already been approved by PODCC as part of the Welsh Language Annual Monitoring Report in May 2025.

This paper focuses on the last financial year 2024/25 and the actions within the Strategic Framework that relate to all Health Boards.

Cefndir / Background

The More than just words plan 2022-27 was launched by the Minister for Health and Social Services at the National Eisteddfod in August 2022. The ambitious five-year plan was developed by an expert group, following an independent evaluation of the first More than just words five-year plan. Research showed that, for many Welsh speakers, being able to access services in their own language made a significant positive difference to their overall experience and, in many cases, their health and well-being outcomes.

But it also demonstrated that people often found it difficult to access the services they need and were reluctant to ask when Welsh language services were not offered. At the core of the strategy is the principle of the Active Offer, which places a responsibility on health and social care providers to offer services in Welsh, rather than on the patient or service user to have to request them.

The monitoring template provided by Welsh Government has been completed using data and evidence from the Health Board's Welsh Language Annual Monitoring Report. The report outlines progress across key themes including workforce language skills, training, policy

development, and service delivery. Favourable conditions for the language within all aspects of public life, which in turn will lead to an increase in the overall number of Welsh speakers.

Asesiad / Assessment

Key highlights from the 2024–25 reporting period include:

Welsh Language Skills of Staff:

- 97.4% of staff have recorded their Welsh language skills on ESR.
- 11.2% of staff are at proficiency level (Level 5), with 40.4% at Level 0.
- Ongoing efforts are in place to encourage progression from Level 0 to Level 1 and beyond.

Training and Development:

- 108 staff completed Confidence Building Courses (target: 100).
- A range of courses were delivered including “Cwrs Croeso”, short intensive courses, and the 10-hour “Welcome to Work Welsh” course.
- 86% of staff have completed the Welsh Language Awareness Course.
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Recruitment and Workforce Planning:

- Of 2,485 posts advertised, 22 were Welsh essential, 2,175 Welsh desirable, and 288 Welsh not necessary.
- A Welsh language skills assessment tool is used during recruitment to determine language requirements.
- Strategic Planning and Policy:

A five-year plan to meet Standard 110 (clinical consultations in Welsh) was presented to PODCC in February 2025.

Work has begun with Speech and Language Therapy services to pilot a service-level approach to bilingual care.

Promotion and Engagement:

The “Give it a Go” campaign promotes everyday use of Welsh through visual aids and merchandise. Iaith Gwaith lanyards and badges are distributed to Welsh speakers and learners.

Collaboration and Sharing Best Practice:

Regular meetings are held with Welsh Language Services teams across NHS Wales to share resources and good practice.

Argymhelliad / Recommendation

The Committee is asked to:

- Note the contents of the report and the progress made during 2024–25.
- Acknowledge that the data has already been approved as part of the Welsh Language Annual Monitoring Report.

- Support the continued implementation of the More than just words strategy, including the five-year plan to meet Standard 110 and the expansion of training and awareness initiatives.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.10 Seek assurances that there is the appropriate culture and arrangements to allow HDdUHB to discharge its statutory and mandatory responsibilities with regard to Welsh language provision (workforce & patient related).
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Risk reference: 1232, risk score: 12
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	6. Person-Centred Choose an item. Choose an item. 6. Person-Centred
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	1. Leadership 4. Learning, improvement and research Choose an item. Choose an item.
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable Choose an item. Choose an item. Choose an item.
Amcanion Cynllunio Planning Objectives	8d Welsh Language and Culture Choose an item. Choose an item. Choose an item.
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS Choose an item. Choose an item. Choose an item.

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	
Rhestr Termiau: Glossary of Terms:	

Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	Welsh Language & W&OD sub-group All Wales Welsh Language Officers
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Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	HDdUHB staff time to support implementation of the Standards and in some instances to undertake internal training and translation costs. These costs are currently absolved within the Welsh Language Services Team budget and within directorates themselves.
Ansawdd / Gofal Claf: Quality / Patient Care:	Communication is at the heart of everything HDdUHB do therefore treating service users and staff in the language of need is key to the organisation's culture and engagement. There is evidence that high employee engagement can deliver quality patient care.
Gweithlu: Workforce:	All staff have a role to play in implementing the statutory Welsh Language Standards and the More than just words Strategic Framework..
Risg: Risk:	Compliance assessment will highlight risks which may apply to each Standard and also relevant sections of More than just words. However, these will be mitigated through a high level of awareness of the standards and the strategic framework and a compliance assessment action plan which will be maintained as a 'live' document. This will reduce risks to the health board and provide a mechanism of addressing those risks on a priority basis.
Cyfreithiol: Legal:	
Enw Da: Reputational:	HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit.

Gyfrinachedd: Privacy:	Not applicable
Cydraddoldeb: Equality:	<p>The focus of language equality between the Welsh and English languages runs throughout the compliance notice.</p> <p>HDdUHB's Equality Impact Assessment processes will ensure that compliance with the standards is assessed.</p>

Attachment A

Delivering the actions in the More than just words Plan 2022-27: For the period April 2024 – March 2025

Welsh Language Skills of staff

The language skills of health board staff are captured and recorded on the Electronic Staff Record (ESR) system. As of March 31, 2025, 97.4% of staff have recorded their Welsh language skills as can be seen in the table below.

The Welsh language skills questionnaire form continues to be used to capture the data required and is available for download via the intranet. Staff language skill data is also discussed with managers at performance review meetings. Staff language data is also now transferred from NHS Jobs to ESR on appointment to post.

The breakdown of Welsh Language recording as of 31 March 2025 was:

Welsh skill level	Number of employees	%
0 - No Skills / Dim Sgiliau	4891	40.4%
1 - Entry/ Mynediad	2676	22.10%
2 - Foundation / Sylfaen	1,075	8.90%
3 - Intermediate / Canolradd	884	7.30%
4 - Higher / Uwch	922	7.60%
5 - Proficiency / Hyfedredd	1,355	11.20%
Not yet recorded on ESR	312	2.60%
Total	12,115	100%

The areas of improvement, and steps we intend to take during the coming months to improve the recording and development of Welsh language skills include:

1. Encouraging staff and managers to review ESR levels where improvement in language ability has been made.
2. Further encouraging those on level 0 to move to level 1. We aim to encourage more staff to complete the 10-hour online taster courses
3. Implementing our strategy to encourage those on level 1 to move to level 2. This is in line with our Bilingual Skills Policy; a commitment to get to 50% at level foundation in 10 years.
4. Reviewing Bilingual Skills policy targets in light of the 2021 Census data

Number of staff completing training

The shift to more online learning has continued to be a positive move for health board staff in terms of accessing learning. As a health board we are fortunate to be offered various learning opportunities through the Welsh Government funded initiative Work Welsh - an opportunity for employees to learn Welsh from little or no knowledge, or to further develop their existing language skills. The Welsh Language Services Team are a link between our staff and course providers making the process of finding the best course for our staff as easy as possible.

The Work Welsh scheme offers a range of opportunities from online self-study courses, taster courses, Nant Gwrtheyrn 'Use' courses and more recently the Work Welsh Academy which provides training, support and guidance for employers that will help employers gain a better understanding of how to support learning, and how to plan and increase the Welsh language skills of the workforce. An example of a recent training programme offered is 'Chairing a bilingually and hosting bilingual events', which is again available for any member of staff health board wide.

Confidence Building Courses – Work Welsh programme

The full-time Confidence Building Officer is employed by one of the Learn Welsh providers, Aberystwyth University, for a period of 12 months. The aim again during 2024-2025 was to offer short confidence building courses and work with individuals to change the use they make of the Welsh language with patients. The series of Confidence Building courses has been and continues to be open to all health board staff as well as targeting specific groups of staff such as School Nurses, Dementia staff, Porters and Apprentices; staff who have direct contact with patients.

Who the course is aimed at:

In addition to staff with existing Welsh speaking skills, this year the courses are also available for staff with little or no Welsh skills at all, as the aim is to improve confidence to use the language whatever the level of Welsh.

Aim:

The purpose of these sessions is to change linguistic habits and improve the confidence of reluctant speakers, so that they use Welsh when they would normally use English.

Course details:

Held via virtual classroom, including an opportunity for one-to-one sessions with a tutor for further support, the course supports individuals by providing general guidance or, if staff have specific areas of work they wish to concentrate on e.g. practise a telephone script, or how to write a formal email. A typical course involves two hours of learning per week, and the individual can continue the sessions with the tutor for as long as required or until they feel more confident to use the language.

Many staff from different departments attended the courses over the past year, ranging from Occupational Therapists, Mental Health Workers, Consultants, Staff Nurses and many more.

At the end of the reporting year (31 March 2025) 108 members of staff had completed the courses. This is a fantastic achievement as the set target for the year was to reach 100 members of staff. Current work pressures continue to be a limitation in terms of attendance and drop-off rates, however, the flexibility of the courses and the opportunity of 1:1 sessions helps, and staff always have the opportunity for to re-join at a later date or attend on a 1:1 basis with the tutor.

Further analysis of the confidence Building courses

Six two-hour long courses were held over 12 weeks which equates to 24 hours of contact for each course. The one-to-one sessions have been extremely popular with the staff with approximately 478 hours of contact noted by the tutor. The time spent with each individual varies, with some spending up to 12 hours one-to-one with the tutor, and others only needing a few hours to build confidence.

Month	Staff	Number of individuals
June 2024	Primary Care Staff	14
September 2024	Apprentices	18
September 2024	Nurses BGH	28
October 2024	Nurses GGH	32
October 2024	Apprentices	3
November 2024	Primary Care Staff	12
December 2024	Pembrokeshire Community Hospitals	6

Following the success of the scheme during the past year at Hywel Dda University Health Board, a similar scheme is currently being rolled out with other health boards; an opportunity to share experiences and work collaboratively. Work continues with the Work Welsh scheme co-ordinator, and a series of promotional video clips have recently been launched as part of a promotional campaign to further promote the successes of the Confidence Building scheme.

Other opportunities to learn Welsh opportunities

The Welsh Language Services Team continue to be proactive in promoting all Welsh Language learning opportunities to staff, as well as supporting them to choose the most appropriate course for their level of ability. The funding to offer more short intensive courses that was secured last year to offer course at beginner level for health board staff proved popular and the uptake was high.

In September 2024, working with the National Centre for Learning Welsh and their provider Aberystwyth University we were able to offer a Welcome to Welsh course to our staff who were complete beginners to learning the language. The course is a one-off session online or 1.5 hours. The tutor, supplied by Aberystwyth University,

uses the session to give a taste of what it's like to learn Welsh by looking at linguistic patterns to health-related words. The session also gives an overview of what resources are available to staff if they decide to continue learning Welsh.

Four sessions offered to staff throughout the year and the National Centre for Learning Welsh has confirmed that the courses will run through 2025-26 offering a further six sessions throughout the year to staff.

Following on from the success of the number of participants who attended the Welcome to Welsh course, Aberystwyth University and the health board won a tender to trail a 10-hour Welcome course in March 2025. This course is offered to everyone who attended the Welcome to Welsh course and staff are asked to give 1 hour a week of their time for 10 weeks to help them learn conversational Welsh that will help them interact with patients. The course concentrates on health care phrases. We are pleased to confirm that there will be three more blocks of 10 hour courses offered to staff over 2025-26.

The following table shows the number of participants enrolled on the various courses offered at the health board during 2024-25.

Course	Level	Location	Number of participants enrolled
Confidence Building Courses	Level 3 and above	Online virtual classroom & 1:1 sessions	108
Welcome to Work Welsh 10 hour online course	Entry	Online self-study	49
6-week short intensive course	Entry – Level 0	Online virtual classroom	15
6-week short intensive course	Entry – Level 0	Online virtual classroom	13
6-week short intensive course	Entry – Level 0	Online virtual classroom	22
Cwrs Croeso	Entry – Level 0/1	Online virtual classroom	36
Cwrs Croeso	Entry – Level 0/1	Online virtual classroom	32
Cwrs Croeso	Entry – Level 0/1	Online virtual classroom	27
Cwrs Croeso	Entry – Level 0/1	Online virtual classroom	16

Online Self Study course	Entry	Online	5
'Use' course Nantgwrtheyrn	Higher	Face to face	2
'Use' course Nantgwrtheyrn	Intermediate	Face to face	3

16. Organisations to define the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities (Medium term – guidance to be developed and shared in the short term)

The number of new and vacant posts over the past year are as follows:

	Level of Welsh required for each post				Total number of new / vacant posts
	Welsh essential	Welsh desirable	Welsh needs to be learnt	Welsh not necessary	
Hywel Dda UHB	22	2175	0	288	2485

Out of the 2485 posts advertised, 2616 posts were offered and 529 individuals appointed to these posts hold Welsh language skill levels 3 to 5.

The Workforce & Organisational Development Team has added a Welsh language skills requirements assessment to the recruiting process. This assists managers to determine whether posts should be advertised as Welsh Essential or Welsh Desirable. The tool ensures that managers follow a set formula that considers the language needs of the population and the current skill mix, and skill gap, within the team. This allows services to recruit individuals with the required level of Welsh language ability to ensure a comprehensive Welsh language service is available. A Top 10 Tips animation continues to be used widely to support recruiting managers in understanding their responsibilities in delivering the aims of the bilingual skills policy. We also look to hold Welsh Language training sessions with Workforce and Organisational Development to improve knowledge of how they apply to their day to day work.

We continue to make use of Lleol website, a jobs website that promotes roles where Welsh is noted as essential, to advertise the health board's Welsh essential jobs. Welsh essential posts are also shared to a specific group on Facebook that only advertises Welsh essential posts.

Delivering the actions in the More than just words Plan 2022-27: For the period April 2024 – March 2025

Organisation	Hywel Dda University Health Board
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Completed by:	Enfys Williams	Date: 30 July
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KEY DATA:	When citing any statistics / data, please provide a corresponding reporting date / time period.
Welsh Language Skills of staff	Please see the data in Attachment A. This data relates to April 2024 – March 2025 and was published as part of our Annual Welsh Language Report which was approved by the People, Organisational Development and Culture Committee on 28 May 2025.
Number of staff completing training	Courtesy Course Confidence Building Course Welsh Language Awareness Course Please see the data in Attachment A. This data relates to April 2024 – March 2025 and was published as part of our Annual Welsh Language Report which was approved by the People, Organisational Development and Culture Committee on 28 May 2025.
Patient / Service User Surveys e.g. secret shopper surveys	Number and details of surveys Feedback Actions taken in response to feedback No specific mytery shopper exercises were undertaken during 2024/25. However, we have worked with various teams and services on the shortcomings identified in the mystery shopper exercise that was held in January 2024. The aim is to udnertake a mystery shopper exercise again for those services before the end of the 2025/26 financial year.

Ref	Description of Short Term and Medium Term Action	Guidance for completing the response	Lead Accountability	Progress Report for 2024/25 (reporting period 1/4/24 – 31/3/25): What new and additional activities were delivered during 2024/25?	Examples of good practice / work done in partnership.
Culture and Leadership					
1	We'll set personal performance objectives to ensure the delivery of More than just words so that the Active Offer is embedded in annual objectives of sector leaders, cascaded throughout organisations and considered in relevant individual appraisals at all levels. This will include Chairs of NHS boards and the Directors of Social Services report (Annual Council Reporting Framework). <i>(Short term)</i>	This was a short term action. There are now requirements in place for the Chairs of NHS Boards and the Directors of Social Services to have specific objectives in relation to supporting the implementation of Mwy na geiriau and the Active Offer. Health bodies / social services do not need to provide an update for the 2024/25 report (unless there are specific developments they wish to share as	Welsh Government for 2024/25.		

		good practice) as Welsh Government will review progress against objectives at the end of the year.			
2.	Over time, we expect all health and social care staff to gain an appreciation of the positive difference that learning and using Welsh can make to the care experience. In the meantime we'll bolster language awareness courses with a behavioural-science communications approach so that everything we say about Cymraeg as leaders, and as organisations and partnerships contributes to this strategy. This approach will build on the training and on the positive narrative outlined in the plan. <i>(Short to medium term)</i>	<p>HEIW and SCW to provide a response – on the work they are taking forward to support this agenda.</p> <p>We request that health bodies and social services also provide information on how they are supporting this action, and good practice they want to share regarding the promotion of the Welsh language across all settings.</p>	Welsh Government / HEIW / SCW		
3	We'll expect those in leadership roles to take part in our Leading in a Bilingual Country programme. This programme works towards embedding the spirit of Cymraeg 2050 in organisational culture and policymaking. All too often, Welsh is viewed as just an issue of translation or as a 'tick box' in policy development. This values-based programme goes beyond	<p>Welsh Government will shortly commission a new provider for the Leading in a Bilingual Country Programme.</p> <p>No further response needed at this stage – unless there are specific examples of how outputs from the Leading in a Bilingual</p>	Chairs and Chief Executives of health and social care bodies	The Director of Communications & Engagement and an Independent Board Members attended the programme. Feedback was provided to the NHS Welsh Language Unit.	

	<p>understanding the possible impact of language on all aspects of our work to using what levers we have to increase its use. <i>(Medium term)</i></p>	<p>Country Programme are continuing to make a difference to leadership roles in the organisation; and / or there have been leadership programmes / training that have been delivered by health and social care bodies focusing specifically on leadership in a bilingual context.</p>			
Theme 1: Welsh language planning and policies including data					
5	<p>Identify and develop research and data that will strengthen our understanding and knowledge based on the experiences of Welsh language speakers accessing and receiving services, to support evidence-based policy and Welsh language planning in health and social care. This to include ability to provide bilingual services and to evidence how More than just words supports improved outcomes for individuals. (This action aligns with the work set out in section 4 on mapping the data and creation of the dashboard)</p>	<p>Welsh Government will shortly commission a contractor to identify key data on Welsh Language in health and social care which will help to identify data gaps in relation to monitoring outcomes, impact and progress.</p> <p>Health and social care bodies are asked to provide results of surveys of patient experiences of accessing and receiving services such</p>	<p>Welsh Government / Universities, Citizen Voice Body for health and social care and think tanks</p>		

	<i>(Medium term)</i>	<p>as Mystery Shopper etc.</p> <p>Llais / universities / health and social care think tank organisations to highlight developments that look to strengthen our understanding and knowledge of the experiences of Welsh language speakers accessing and receiving services.</p>			
6	<p>Develop tools to support mainstreaming Welsh Language considerations into planning and policies especially in the priority areas and high levels of interactions with services. This to include establishing Welsh language care pathways for vulnerable individuals in identified priority groups such as older people, children, mental health, speech therapy, learning difficulties, and stroke services.</p> <p><i>(Long term)</i></p>	<p>Welsh Government has been working collaboratively with the Office of the Welsh Language Commissioner to establish a new strategic Health Forum with the health sector aimed at improving clinical care services through the medium of Welsh.</p> <p>Welsh Government Welsh Language Impact Assessment (WLIA) Masterclasses to be held with all teams in Health, Social</p>	Welsh Government / Health and social care bodies		

		<p>Care and Early years Group to help embed to help embed the Welsh language into policies. Welsh Government is also amending WLIA guidance to include a greater focus on MTJW.</p> <p>Health and social care bodies are asked to provide evidence of Welsh language care pathways for the priority groups particularly, or any new mainstreaming tools.</p>			
7	<p>Ensure national planning and guidance for health and social care is clear on Welsh language planning requirements, implementation and measuring delivery of outputs. This to include Integrated Medium Term Plans (IMTPs) and regional population needs assessments. <i>(Short term)</i></p>	<p>Welsh Government will provide the update for this action. Welsh Language is included in the National Planning Guidance for Health Boards. Integrated Medium Term Plans (IMTPs) have been reviewed by Welsh Government and officials will continue to focus on More than just words priorities as part of Integrated</p>	Welsh Government		

		Quality, Planning and Delivery (IQPD) meetings.			
8	An agreed national framework for the collection and collation of data on the language skills of all staff working in health and social care in Wales will be developed and implemented. This should be mandatory wherever possible and would need to align with systems and approaches currently in place for the collection, collation of data across the health and social care sectors including services that are provided in Welsh <i>(Medium term)</i>	Health and social care bodies should provide an overview of how they are currently collecting and collating data on the language skills of all staff (as well as key data for the reporting period).	HEIW / SCW / DHCW / health and social care bodies including independent primary care contractors.		
9	An annual report will be prepared by an appropriate body to bring together the data relating to the health and social care workforce. This report could be prepared and published by Statistics for Wales. The published report should be publicly available with a further level of granular detail available as appropriate to those bodies responsible for the workforce in different contexts e.g. HEIW, SCW, Health Boards.	Welsh Government will work with HEIW and SCW to provide the update for this action. Welsh Government has commissioned OB3 to draft the MTJW Annual Report 2024-25. As noted above: Welsh Government will also shortly commission a	HEIW/SCW, health and social care bodies		

	<i>(Short/medium term)</i>	<p>contractor to identify key data on Welsh Language in health and social care which will help to identify key data gaps in relation to monitoring outcomes, impact and progress.</p> <p>Health bodies / social services do not need to provide an update on this action for the 2024/25 report.</p>			
10	<p>That action 30 of the 'Health and Social Care Workforce Strategy' – to develop workforce planning guidance for Welsh language skills identification and development in the health and social care workforce – is progressed at the earliest opportunity. This guidance should consider the required number of staff with Welsh language skills and the nature of those skills in different health and social care contexts and within the priority areas of need identified. The guidance is used as part of annual workforce planning by Health Boards, Local Authorities, HEIW, Social Care Wales and other employers as</p>	<p>The HEIW Workforce Planning for the Welsh Language Guidance has been published. Health and social care bodies should provide examples of how this guidance has been used across different settings / policies.</p>	HEIW / Social Care Wales		

	appropriate. Furthermore, that the guidance inform the work of the relevant regulators and inspectorate as appropriate <i>(Short term)</i>				
11	The importance of the Active Offer in planning and delivering quality services to be included in the guidance and reporting requirements for the Duty of Quality and refreshed health and care standards. The Health and Social Care (Quality and Engagement) (Wales) Act ('the Act') became law on 1 June 2020 with its full implementation to be completed by spring 2023. This includes reframing and broadening the existing duty of quality on NHS bodies. <i>(Short term)</i>	Welsh Government will update on this action. The Duty of Quality has been introduced and the importance of the Active Offer was included in the statutory guidance published in April 2023.	Welsh Government		
12	The importance of the Welsh language in planning and delivery to be included as a cross cutting theme within the revised National Outcomes Framework and progress reports to be incorporated into the development of the More than just words accountability arrangements including the dashboard. <i>(Medium term)</i>	Welsh Government will update on this action. Work on the outcomes framework has been paused. As noted above: Integrated Medium Term Plans (IMTPs) have been reviewed by Welsh Government and officials will continue to focus on Mwy na geiriau	Welsh Government		

		priorities as part of Integrated Quality, Planning and Delivery (IQPD) meetings.			
Theme 2: Supporting and developing the Welsh language skills of the current and future workforce					
13	Health and social care organisations to identify workforce skills gaps in key areas and develop plans to address them. This will be embedded in workforce and skills plans developed and delivered within individual organisations and involve close working with HEIW and SCW. <i>(Medium term)</i>	Health and social care bodies should provide examples of how they have identified workforce skills, where the gaps exist, and whether they have plans in place to address them.	Health and social care bodies, HEIW and SCW	The Health Board currently knows the Welsh language skills of 97.4% of our staff. We will work with small teams/services to identify workforce skills gaps in key areas and develop plans to address them.	
14	We'll expect all NHS and social care colleagues to follow a language 'awareness' course which will explain how important Cymraeg is in service delivery and as a patient need. Following the introduction of Welsh language awareness training for all health and social care professional, we'll expect that this training is provided across all disciplines for trainees and introduced as part of the induction process for new employees in the health and social care workforce who have not already undertaken the training.	Health and social care bodies should provide key data on take up of Welsh Language Awareness Courses. This includes data on providing the course as part of the induction process.	Health and social care bodies	86% of the Health Board's workforce has completed the course. Further work will be done to promote and remind individuals of the need to complete the course and ensure compliance.	

	<i>(Medium term)</i>				
15	<p>The National Centre for Learning Welsh develop further their plans to offer Welsh language training to the health and social care sectors and provide an enabling environment on the use of Welsh in workplaces. This should complement informal language learning through on-line tools and apps to be made available across the sector. It could be modelled on recently announced developments for the education workforce. This should include tailored provision to support practice in health and social care and identify opportunities (along with relevant employers) to support staff confidence to make more use of their Welsh language skills (at whatever level) in the workplace. We further recommend that Welsh Government explore what resources are required to deliver adequate support for such a scheme including supporting employers to release key staff to undertake substantive Welsh language learning. <i>(Medium term)</i></p>	<p>National Centre for Learning Welsh to provide an update on key actions, take up of specific courses, and outcomes.</p> <p>Health and social care bodies are asked to describe how they've worked strategically with National Centre for Learning Welsh to meet their own priorities.</p>	Welsh Government / National Centre for Learning Welsh		

16	<p>Organisations to define the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities <i>(Medium term – guidance to be developed and shared in the short term)</i></p>	<p>All health and social care bodies to provide an update on work being taken forwards to define Welsh language skills required in all job adverts, as well as key data on whether posts are being advertised as Welsh desirable and Welsh essential.</p>	<p>Health and social care bodies</p>	<p>Please see the data in Attachment A. This data relates to April 2024 – March 2025 and was published as part of our Annual Welsh Language Report which was approved by the People, Organisational Development and Culture Committee on 28 May 2025.</p>	
17	<p>Gradual introduction of a minimum “courtesy” level of Welsh language skills making staff more aware of positive impact that learning and using Welsh can have on individuals accessing and receiving health and social care services. By the end of the life of this plan, all staff working in health and social care should have courtesy level Welsh. <i>(Short term- introduction)</i></p>	<p>National Centre for Learning Welsh to provide data on the new courtesy course (as part of the health and social care scheme) and take up across the organisations.</p> <p>Health and social care bodies to also provide information on other courtesy courses being developed (not by the National Centre for Learning Welsh) and delivered locally, and key data on take up.</p>	<p>National Centre for Learning Welsh</p> <p>Health and social care bodies</p>	<p>The Health Board is currently only providing the National Centre for Learning Welsh Cwrs Croeso</p>	

18	<p>Organisations to develop and implement a targeted Welsh language training and workforce strategy – with initial focus on addressing gaps in More than just words key priority areas and those who lack confidence (need to consider the potential for working with team leaders / managers /employers to also create the conditions for individuals to use their Welsh) <i>(Medium term)</i></p>	<p>Health boards to provide an update on work to support the delivery of Standard 110, and how they are increasing the use of Welsh across clinical settings.</p>	<p>Health and social care bodies</p>	<p>In February 2025, a five-year plan on how the organisation is progressing towards achieving Standard 110 - the required standard in being able to offer clinical consultations through the medium of Welsh – was presented to PODCC. The plan aims to ensure that patients feel more comfortable discussing their health matters in their language of need, improving communication and positive patient outcomes. Current practices may not fully accommodate Welsh speaking patients, and there may be a need for staff training and a review of current resources and procedures.</p> <p>In discussion with teams that fall within the seven priority</p>	
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				<p>groups of the Welsh Government's Strategic Framework, More than just words, the work has started within an individual service initially - Speech and Language Therapy services. The initial plan has been developed so that it may be transferred easily to other services, once piloted and tested. It is a working document and is subject to change as the work progresses during 2025-26. This plan has already been shared with the NHS Welsh Language Unit</p>	
19	<p>Instigate a national awareness and promotion campaign to make staff more aware of the positive difference that learning and using Welsh can make to the services they provide. This to include recruitment campaigns articulating the importance of the Welsh language. The campaigns to involve role models and case studies on the difference use of</p>	<p>Welsh Government has commissioned a suite of films (based in different health and social care settings) and an overarching animation to promote the aims of Mwy na geiriau and the active offer. These will be launched at the</p>	<p>Welsh Government/ SCW and HEIW</p>		

	<p>Welsh has in improving outcomes for individuals. <i>(Medium term)</i></p>	<p>National Eisteddfod, Wreccsam.</p> <p>Health and social care bodies to provide information on promotion campaigns they are also delivering to raise awareness of the difference learning Welsh can make. This should include case studies and awards which feature the Welsh language.</p>			
20	<p>Careers Wales / HEIW and SCW to promote the importance and opportunities Welsh language skills can provide within careers in health and social care utilising the Tregyrfa portal resources and through roadshows and engagement sessions with young people. <i>(Short/medium term)</i></p>	<p>HEIW to provide information on Tregyrfa, including data on numbers accessing the site. HEIW to also provide information on roadshows and engagement events held with educational institutions.</p> <p>Careers Wales to provide information on initiatives promoting the importance of Welsh language skills in health and social care careers, including data on attendee</p>	<p>Careers Wales / HEIW and SCW / health and care bodies</p>		

		<p>numbers for any events / roadshows / engagement sessions.</p> <p>Health and care bodies to provide information on roadshows and engagement with young people, including data on attendee numbers.</p>			
21	<p>HEIW, MEDR and SCW to monitor the numbers of bilingual students being trained as health and social care professionals each year in line with the agreed framework for measuring Welsh language skills, and publish the data annually. This could reflect or develop upon requirements that are already in place in relation to HEIW contracts, SCW monitoring and/ or HESA data. In relation to publishing the data we recommend that a specific table is included in the annual Statistics Bulletin – Welsh in Higher Education Institutions to report on this data. This data to also be incorporated in the dashboard development set out under Section 4 <i>(Short term)</i></p>	<p>HEIW / MEDR / SCW to provide data on the numbers of bilingual students being trained as health and social care professionals.</p>	<p>HEIW / MEDR / SCW</p>		
22	<p>Welsh Government monitor the number of bilingual learners and</p>	<p>Welsh Government will include the latest data</p>	<p>Welsh Government</p>		

	<p>apprentices undertaking Health and Social Care courses and/or apprenticeships each year in line with the agreed framework for measuring Welsh language skills and publish the data annually. This data to also be incorporated into the dashboard development set out under Section 4.</p> <p><i>(Short term)</i></p>	<p>in the MNG Annual Reports for 2023-24 and 2024-25.</p>			
23	<p>Welsh Government / MEDR have established a benchmark for bilingual provision i.e. that one third of a course (at least) is available in Welsh. Such a benchmark allows students who are confident in Welsh to undertake part of their course through the medium of Welsh and to develop a level of confidence to work bilingually. This also reflects international best practice e.g. University of Helsinki Medical School.</p> <p>HEIW / SCW to work with universities in Wales and the Coleg Cymraeg Cenedlaethol to identify any courses where students cannot at present study one third of their health and social care courses bilingually and take appropriate action to ensure that bilingual provision is offered on every health and</p>	<p>Coleg Cymraeg Cenedlaethol to update on the number of undergraduate courses in the areas of health and care.</p> <p>This to include information on health and social care courses where students cannot study one third of the course in Welsh.</p>	HEIW / SCW / Coleg Cymraeg Cenedlaethol		

	social care course in Wales. Appropriate consideration is also given to placements and support provided for students to undertake bilingual placements as part of their training. <i>(Short term)</i>				
24	Welsh Government consider what incentives (financial or otherwise) may be offered to students undertaking an element of their course through the medium of Welsh. Incentives are already offered in relation to the Education workforce. <i>(Short term)</i>	Welsh Government is collating information on incentives currently available to students including bursaries.	Welsh Government		
25	Consideration is given to expanding the highly successful Doctoriaid Yfory scheme which supports prospective students to apply successfully to medical school, to encompass all health and social care professions where the application process for University study is competitive. More broadly Welsh Government to consider whether such a scheme may assist pupils from deprived backgrounds to apply successfully to study medicine and other subjects. <i>(Short term)</i>	The Doctoriaid Yfory Scheme has now been extended to more general health and social care career including dentistry. Welsh Government will consider opportunities for further promoting the scheme. Coleg Cymraeg Cenedlaethol to provide latest data on take up.	Welsh Government / Coleg Cymraeg Cenedlaethol		
26	Every provider of health and social care training in Wales prepares a medium-term plan on	HEIW and Coleg Cymraeg Cenedlaethol to provide an update	Welsh Government / Coleg Cymraeg		

	<p>developing Welsh language awareness and bilingual skills of their students and submits the plan within 12 months to the relevant commissioning / accrediting / regulatory body. These should include details of the teaching capacity required to deliver bilingual programmes as required. Welsh Government to consider the role Coleg Cymraeg Cenedlaethol could have to review and provide feedback and advice to the relevant bodies on the medium term plans.</p> <p><i>(Short term)</i></p>	<p>on work being taken forwards to progress this action.</p>	<p>Cenedlaethol / HEIW</p>		
27	<p>Welsh Government to review the plans developed under Action 30 of the Health and Social Care Workforce Strategy and take appropriate action to support the development of bilingual teaching capacity and where appropriate, provide suitable resources to support these developments.</p> <p><i>(Short term)</i></p>	<p>Welsh Government will provide the update for this action in collaboration with HEIW and SCW.</p>	<p>Welsh Government / SCW / HEIW</p>		
28	<p>Coleg Cymraeg Cenedlaethol is tasked with undertaking a review of bilingual provision in health and social care across the FE and apprenticeship sector and making recommendations as appropriate as to further steps required to develop bilingual</p>	<p>Coleg Cymraeg to provide information on progress with the review.</p>	<p>Coleg Cymraeg Cenedlaethol</p>		

	skills amongst level 2 and 3 learners <i>(Medium term)</i>				
Theme 3: Sharing best practice and an enabling approach					
29	We'll collate and share examples of innovative good practice which is accessible across the sector utilising existing portals and hubs including the Research and Innovation Hubs. <i>(Short term)</i>	Health and social care bodies should provide examples of where and how they have shared good practice, including internally as well as with other organisations. Health and social care bodies to also provide information on whether they have used Hwb laith to share good practice. They should also provide evidence of utilising the Research and Innovation Hubs and explain why if they haven't.	Welsh Government / Welsh language officers	The Welsh Language services officers of all Health Boards and Trusts meet regularly to share good practice, initiatives and resources.	
30	We'll use our Bilingual Technology Toolkit to ensure that when we procure and/or develop new digital services, they will include a bilingual user interface wherever possible. For information and advice websites we'll bring translators closer to content creation, drafting in Welsh and English together, so	Health and social care bodies should provide specific examples of where and how the principles of the Bilingual Toolkit has been used.	DHCW / health and social care bodies		

	that we communicate clearly in both languages. <i>(Short term)</i>				
32	We'll ensure that Welsh language Executive Leads and Welsh Language Officers and champions meet nationally to share best practice to ensure a consistent approach on key issues and develop initiatives to celebrate success including promoting More than just words within existing awards and accolade schemes. <i>(Short term)</i>	Health and social care bodies to provide information on examples of good practice shared as part of existing networks, awards and events.	Welsh Government, Health and social care bodies		
33	We'll undertake a survey with primary care providers to understand the impact the Welsh language duties have had in delivering the Active Offer. This will identify best practice and provide advice for Executive Directors of Primary Care to further progress and enhance services in Welsh, working closely with the clusters <i>(Medium term)</i>	<p>Welsh Government will provide the update on this action.</p> <p>The first stage of the survey was completed in December 2024 and results are being analysed. Further qualitative research is being undertaken by an external contractor. This work will report in Autumn 2025.</p> <p>Health boards Health bodies / primary care clusters do not need to provide an update on this action for the 2024/25 report.</p>	Health Boards and Primary Care Clusters		

34	<p>Enable the development of standard Welsh language diagnostic assessments and resources to support Welsh speakers in identified priority areas such as mental health, learning disabilities, and the visually impaired, building on work already underway to develop a nationally available set of standard assessments for Welsh speakers with dementia. <i>(Long term)</i></p>	<p>Welsh Government will provide the update on this action.</p> <p>However – as noted for Action 6: Health and social care bodies are asked to provide evidence of Welsh language care pathways for the priority groups.</p> <p>Welsh Government to collate diagnostic assessments and resources that should be available in Welsh. The next step for the longer term would be to prioritise which assessments need to be available in Welsh.</p>	Welsh Government		
35	<p>Visual markers not only enable service users to identify Welsh speaking staff but also to convey a message that Welsh is a ‘normal’ everyday part of service delivery and builds on ethos of belonging. We’ll extend the laith Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by</p>	<p>Health and social care bodies to update on work being taken forwards to support and promote the identification of Welsh speaking staff – including any work in relation to digital systems locally.</p>	Welsh Government / DHCW / health and social care bodies	<p>laith Gwaith lanyards and badges are given to Welsh speaking staff, and learner lanyards and badges are given to staff who are actively learning. As part of the marketing approach to promote Welsh language services within the health</p>	

	<p>wearing laith Gwaith badges or lanyards.</p> <p>We'll also in our ICT systems capture, display and share information that let us know as individuals and staff who can speak Welsh and what services they will be offering in Welsh — so we can use our Welsh with them. (Consideration would need to be given to additional funding / resources to enable this to be delivered.) <i>(Short term)</i></p>	<p>DHCW to update on work happening at a national level to support this agenda.</p>		<p>board, the team has produced its own Give it a Go campaign. The campaign consists of a range of merchandise that shares useful phrases in Welsh – displayed on posters, pens, flash cards, table talkers, desk aids and flashcard keyrings. These act as means to encourage and support staff to try and use Welsh in a range of circumstances – with one another and with our patients. The Welsh Language Services team have also designed and created new lanyards for Welsh speakers and lanyards for Welsh learners. These lanyards include the health board logo and the Work Welsh logo. The purpose of these lanyards is that patients and staff can</p>	
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				quickly identify and recognise who they can use their Welsh with.	
36	<p>We'll continue to improve Welsh language capabilities of national health and social care digital systems and ensure apps being developed such as the NHS Wales App support the vision and actions in this plan. This will include the sharing, recording and tracking of Information between systems including language preference. We'll also work with service users on all technical and content processes to make sure they're easy to use and understand in Welsh and English.</p> <p><i>(Medium term)</i></p>	<p>DHCW to update on actions being taken forward to deliver this commitment.</p> <p>DHCW also to provide data on the numbers accessing / using the Welsh language options in the App, if this is possible.</p>	Welsh Government/ DHCW		
37	<p>We'll further develop dictionary resources, high standard terminological corpus, language memory systems and practical tools to support staff to use their Welsh skills, for example Gair i Glaf. This to include in the short-term Welsh language officers and translators working together on collation of terms and translation capacity and capability.</p>	<p>Health and social care bodies and NWSSP to update on work being taken forwards to develop and support the implementation of these resources.</p>	Welsh Government / health and social care bodies / NWSSP		

	<i>(Short term- joint working on developing standard terms)</i>				
38	We'll work with those who inspect and drive quality improvement to ensure the active offer is part of their brief. We will direct underperforming organisations to support and advice. <i>(Medium term)</i>	CIW and HIW to provide information on guidance and training for inspectors to support reporting on Welsh language and culture, and the Active Offer. CIW and HIW to also provide relevant inspection data on compliance/non-compliance with Welsh language requirements.	Regulation and Inspection Bodies		
39	Further develop the mapping of available data provided in Annex A of the framework and identify data gaps that would help measure progress. <i>(Short term)</i>	Welsh Government will provide the update on this action. This commitment links directly to Action 5 and Welsh Government plans to shortly commission a contractor to identify key data on Welsh Language in health and social care.	Welsh Government		
40	Using available data where possible, develop indicators that measure progress towards the Active Offer and delivery of bilingual services and identify	Welsh Government will provide the update for this action. This will become possible once the data	Welsh Government		

	<p>data gaps that would further help measure progress. <i>(Develop initial indicators – Short term Identify data gaps – Short term Fill data gaps where possible – Medium term)</i></p>	<p>mapping and review exercise has been completed (see Action 5).</p>			
41	<p>Establish a working group to develop a dashboard that brings together performance data to demonstrate progress on the Active Offer and delivery of bilingual services. This to include data from the local authority performance framework; CIW; HIW; WL Commissioner office; NHS IMTP/ performance reporting. <i>(Establish working group Short term First dashboard publication Medium Term Summit to share dashboard with data owners Medium term)</i></p>	<p>This will become possible once the data mapping and review exercise has been completed (see Action 5).</p>	Welsh Government		
42	<p>All health bodies and local authorities to appoint a person to be responsible for ensuring delivery on the actions and targets set in the plan.</p>	<p>All health bodies and local authorities to list the person responsible for ensuring delivery of the actions.</p>	All health bodies and local authorities	The Welsh Language Services Team is managed by the Director of Communications & Engagement within the Health Board.	
43	<p>More than just words progress monitoring: Provide a written update on progress with actions on a 12 month basis</p>	<p>Welsh Government will provide the update on this action.</p>	All accountable organisations listed in this plan		

	<i>(First Annual Report – Summer 2023)</i>				
44	<p>Establish an advisory board to monitor and scrutinise progress against the action plan. The advisory Board will make recommendations to the Minister where further progress could be made and any emerging concerns where ambition is not being met. A report will be prepared for Ministerial consideration and shared with health and social care leaders. The advisory board will also consider and advise on audit and evaluation requirements to provide independent assessments on progress.</p> <p><i>(Annual advisory report 2023 Advisory report to include reflection on dashboard data from 2025)</i></p>	<p>Welsh Government will provide the update on this action.</p> <p>The Advisory Board for Mwy na geiriau has been in place since August 2023.</p>	Welsh Government		
45	<p>Minister to hold annual progress meetings with leaders of organisations listed to deliver actions within the plan, including NHS and Local Authorities, to recognise achievements and where further progress is required. Statement on progress to be shared with Senedd Members annually.</p> <p><i>(First Annual Progress Meeting – Autumn 2023 First Statement to</i></p>	<p>Welsh Government will provide the update on this action. Plans are in place to organise a stakeholder event for 9 October 2025.</p>	Welsh Government		

	<i>Senedd Members – Autumn 2023 From 2025 the progress report to include the performance data dashboard)</i>				
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Completed form to be returned by no later than: 1 September 2025